

QUALITY, SAFETY & COMPLIANCE

Quality Policy

Policy | QA-POL-001 | Version 1.0

Document number	QA-POL-001
Version	1.0
Document owner	Rhiannon Frankas, Director
Approver	Daniel Frankas, Managing Director
Issue date	19 July 2026
Effective date	On management approval
Review date	19 July 2028 or earlier following material change
Status	For approval and website publication

MISCO supplies and converts electrical insulation materials and components to agreed customer, drawing, specification and legal requirements. Quality is achieved through capable people, controlled processes, verified suppliers, traceable records and continual improvement.

1. Purpose

State MISCO's commitment to consistent product and service quality and an effective, risk-based quality management system.

2. Scope

Quotation, contract review, purchasing, receipt, storage, machining, fabrication, inspection, packaging, dispatch, customer service and supporting administration.

3. Policy statement and commitment

MISCO supplies and converts electrical insulation materials and components to agreed customer, drawing, specification and legal requirements. Quality is achieved through capable people, controlled processes, verified suppliers, traceable records and continual improvement.

4. Mandatory requirements

- Review customer requirements before acceptance and resolve unclear drawings, materials, tolerances, certification, quantities and delivery expectations.
- Purchase from approved or evaluated suppliers and verify material identity and required documentation at receipt.
- Use controlled drawings, programs, work instructions, measuring equipment and acceptance criteria at the point of work.
- Identify and preserve customer property, supplied material, traceability information and product status.

- Inspect and release product using competent personnel; do not dispatch known nonconforming product without authorised concession.
- Record, contain and investigate nonconformity, complaints and recurring process failures, and verify corrective action effectiveness.
- Set measurable quality objectives and review customer feedback, delivery, rework, scrap, supplier and audit performance.

5. Implementation and operational controls

- Maintain QA-MAN-001 and supporting procedures and records.
- Communicate quality objectives and responsibilities to relevant personnel.
- Calibrate or verify monitoring and measuring resources at planned intervals.
- Conduct internal reviews and management reviews proportionate to risk and business change.

6. Roles and responsibilities

Role	Responsibility
Directors	Approve the document, provide resources, set the expected standard and review material breaches or exceptions.
Managers and supervisors	Apply the requirements in daily work, communicate expectations, retain required records and escalate concerns.
Employees and contractors	Follow the document, complete required training, protect MISCO interests and promptly report suspected breaches.
Suppliers and business partners	Meet applicable contractual, ethical, safety, quality, security and legal requirements when acting for or supplying MISCO.

7. Reporting, complaints and escalation

Quality concerns, drawing conflicts, product damage and suspected nonconformity must be stopped, identified and reported before further processing or dispatch.

MISCO will assess concerns proportionately, preserve confidentiality as far as lawful and practicable, prevent retaliation, and refer matters to regulators, emergency services, insurers, professional advisers or law enforcement where required.

8. Monitoring and assurance

- The Document Owner will monitor relevant complaints, incidents, nonconformities, legal or standards changes, website accuracy and overdue actions.
- Material findings will be considered through management review, internal review or corrective action as appropriate.
- Public claims and linked downloads will be checked when evidence, certification, licensing, supplier, product, website technology or business practice changes.

9. Records and retention

Approvals, declarations, registers, reports, investigations, training, complaints, correspondence and other records created under this document must be accurate, protected, accessible to authorised personnel and retained under IT-POL-003 and applicable legal, contractual and evidentiary requirements.

10. Related MISCO documents

- QA-MAN-001 Quality Assurance Manual
- QA-STD-001 Product Compliance & Standards Statement
- QA-POL-002 Customer Satisfaction & Continuous Improvement Commitment
- QA-POL-003 Supplier Quality Assurance Policy

11. External references

- [International Organization for Standardization - management system standards and certification information](#)

References were verified from primary or authoritative sources on 19 July 2026. Standards are identified but not reproduced; current licensed editions and legal advice should be consulted where exact requirements determine a decision.

12. Approval and review

Role	Name	Approval / signature	Date
Document owner	Rhiannon Frankas		
Approver	Daniel Frankas		

Review due 19 July 2028, or earlier following material legislative, regulatory, standards, certification, system, operational or organisational change.

Revision history

Version	Date	Change
1.0	19 July 2026	Initial controlled issue prepared for management approval and website publication.